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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

Inventors: Clarence W. Buffalo

Case Name 1999-0699

Serial No. 09/649,974

Group Art Unit 2154

Filing Date August 29, 2000

Title: *Customer Service Maintenance Automation*

Attention: Official Draftperson

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SIR:

**SUBMITTAL OF FORMAL DRAWINGS**

Enclosed please find three (3) sheet(s) of Formal Drawings for the above-identified application.

Applicants believe that these drawings are in accordance with the requirements of PTO-1474. However, if the Official Draftperson determines that any changes are needed, he is requested to contact the undersigned to avoid any delay in the prosecution of this application.

Respectfully,

By: Wendy W. Koba  
Wendy W. Koba, Esq.  
Reg. No. 30509  
Attorney for Application

Date: 1/28/04

Att: - Formal Drawings—3 Sheet(s)



2154

PTO/SB/21 (08-03)

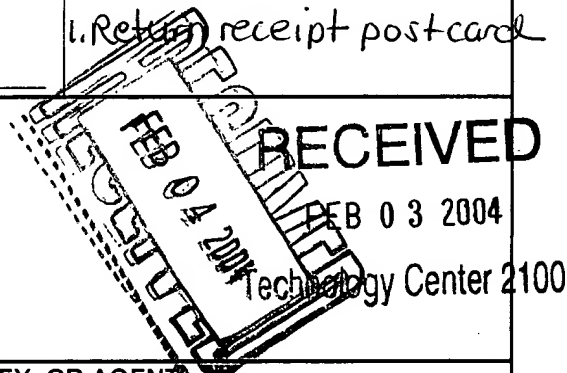
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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/649,974
	Filing Date	August 29, 2000
	First Named Inventor	Buffalo
	Art Unit	2154
	Examiner Name	Philip C. Lee
Total Number of Pages in This Submission	Attorney Docket Number	1999-0699

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input checked="" type="checkbox"/> Drawing(s) 3 Formal	<input type="checkbox"/> After Allowance communication to Group
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<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
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<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Wendy W. Koba
Signature	Wendy W. Koba
Date	1/28/04

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I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.		
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